

The Maricopa County Sheriff's Office now uses a "Video Visitation" system for all visits with inmates.

The following are answers to the most frequently asked questions.

Q: How does the new video visitation system work?

A: Inmates will visit with friends and family from a video visitation terminal in their housing unit. **FRIENDS AND FAMILY** will use a similar video visitation terminal in the 4th Avenue Jail and Lower Buckeye Jail visitation lobbies. These are called *ON-SITE visits*.

ON-SITE Video Visitation for ALL INMATES in ALL JAILS takes place at both the 4TH AVENUE and LOWER BUCKEYE JAILS. The new system also allows "At Home" *REMOTE* visits where **FRIENDS AND FAMILY MEMBERS** can schedule a visit with an inmate from the comfort of their own home or office. All they need is a computer/laptop, high speed internet connection, and a webcam. There is a fee associated with using a *REMOTE* visit.



Q: How often can I visit inmates?

A: ON-SITE: Each inmate is allowed one free 20-minute *ON-SITE* visit per week.

REMOTE: Friends and family can schedule unlimited *REMOTE* visits with an inmate, based on time-slot availability.

Q: Do I need to visit with an inmate at a certain time?

A: Friends and family may schedule visits with inmates during any time visitation is allowed.

ON-SITE: Public Visitation hours: Sunday through Saturday 9 AM to 4:30 PM

REMOTE: Visitation hours: Sunday through Saturday 7 AM to 9:30 PM

ALL VISITS, BOTH ONSITE AND REMOTE, MUST BE SCHEDULED AT LEAST 24 HOURS IN ADVANCE.

Visits can be scheduled from home or office at www.visitfromhome.net/maricopa. Click on "Schedule an Onsite Visitation" at the bottom of the page and follow the steps listed.

When you schedule your visit, be sure to write down the following items and bring this information with you to the jail:

1. The Date and Time of your visit
2. The six-digit PIN number - You will use this to login at the time of your visit
3. The Number of the Video Terminal you are assigned

Q: Is there a charge for video visitation?

A: Each inmate will continue to receive one free *ON-SITE* visit, per week. *REMOTE*, at-home, visits will be charged a fee. Please visit the website, www.visitfromhome.net/maricopa, for current price information.

Q: When can I visit from home?

A. REMOTE visits can be scheduled every day of the week between **7:00 AM and 9:30 PM**

Q: What do I need to do to visit from home?

A: If you have a home computer/laptop, high speed internet access and a webcam, you can conduct visits from home.

You will need to do the following:

1. Open an account at www.visitfromhome.net/maricopa
2. Request approval to visit an inmate at the Maricopa County Sheriff's Office. You will need to know which of the 6 facilities your inmate is housed (4th Avenue, Lower Buckeye, Estrella, Durango, Tents, or Towers). Your request is then reviewed by jail staff.
3. Once you are approved to be an at-home visitor, you can then schedule at-home visits.
4. You will be required to pay with a credit or debit card at the time you schedule the visit.

Q: Is there anything else I should know?

A: Here is more helpful information:

1. There is no age restriction for ON-SITE visitors. However, ALL visitors 17 years of age and under must be accompanied by their parent or legal guardian. Proof of this will be required before visitation is allowed.
2. Visitors are required to show proof of identification. Valid forms of identification include:
 - a. State driver's license or identification card
 - b. Valid military I.D
 - c. Student I.D
 - d. Mexican Matricula card
 - e. Passport with attached photo
 - f. Government I.D. card
 - g. Arizona Bar association card or Court Services Identification
3. If you have any questions about visiting from home, visit www.visitfromhome.net/maricopa or call Securus Customer Service at **1-877-578-3658**.
4. To start your visit:
 - a. Check in at your selected jail (4th Avenue or Lower Buckeye)
 - b. Sit at your assigned video visitation terminal
 - c. Touch the "Video Visitation" icon
 - d. Enter your assigned PIN number
 - e. Hit the green 'OK' button.